

FREQUENTLY ASKED QUESTIONS

Gwinnett County Water Main Flushing Program

May 19, 2009

This document answers questions related to the Gwinnett County Water Main Flushing Program

- 1) I have observed County crews opening fire hydrants and running water for extended periods of time. What are they doing?**

This is part of the annual Water Main Flushing Program. County crews are out flushing water mains by opening fire hydrants in order to remove sediment, test fire hydrants, ensure water quality in low-usage lines, and ensure safe, clean water after repairs and maintenance.

- 2) Why is this program important?**

This program is important because it removes sediment, tests fire hydrants, ensures safe water quality in low-usage lines, and ensures safe, clean water after repairs and maintenance.

- 3) Why is the County doing this now?**

The County has always had a Water Main Flushing Program. The program has expanded this year due to low water usage in some areas.

- 4) If I observe this, does this mean that my water is not safe to drink?**

This program is in place to ensure safe water quality throughout the water system. While it is not expected that the temporary discoloration of the water in areas being flushed poses a health hazard, it is recommended that residents allow the water to run a few minutes to ensure clarity before drinking or cooking.

- 5) This seems to be a waste of water. Is the drought over? Can I water my yard?**

With Lake Lanier still about 6 feet below normal, water conservation is still an issue. Watering restrictions are still in place and updated information can be found on the County website.

- 6) Why is my water discolored?**

Line flushing may cause brief, temporary dislodging of sediment in the water pipes. This does not usually pose a health hazard and should clear up after the water runs a few minutes. It is recommended that residents in flushing areas do laundry after 5 p.m. and that they allow the water to run a few minutes to ensure clarity before drinking or cooking.

7) Who should I call with further questions?

Residents should call the Department of Water Resources at (678) 376-7000 if they have continued problems with discoloration or pressure, or have further questions.